

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 07/21/2008

Department of Education
Office of Federal Student Aid
FOR CERTIFYING OFFICIAL: Michell Clark
FOR CLEARANCE OFFICER: Angela Arrington

In accordance with the Paperwork Reduction Act, OMB has taken action on your request received 07/17/2008

ACTION REQUESTED: No material or nonsubstantive change to a currently approved collection
TYPE OF REVIEW REQUESTED: Regular
ICR REFERENCE NUMBER: 200807-1845-002
AGENCY ICR TRACKING NUMBER: 3241
TITLE: Generic Clearance for Federal Student Aid Customer Satisfaction Surveys and Focus Groups Master Plan
LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved without change
OMB CONTROL NUMBER: 1845-0045

The agency is required to display the OMB Control Number and inform respondents of its legal significance in accordance with 5 CFR 1320.5(b).

EXPIRATION DATE: 04/30/2010

DISCONTINUE DATE:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	15,300	8,400	0
New	15,300	8,400	0
Difference			
Change due to New Statute	0	0	0
Change due to Agency Discretion	0	0	0
Change due to Agency Adjustment	0	0	0
Change Due to Potential Violation of the PRA	0	0	0

TERMS OF CLEARANCE: Terms of the previous clearance remain in effect. This 83C updates a Generic IC under this Generic ICR. Prior terms of clearance remain in effect. The next submission of a generic survey request will be submitted as a "generic" IC request and not as a revision to the entire package. The previous terms of clearance (pasted below) still apply to this collection. This generic clearance for ED/ FSA customer satisfaction focus groups and surveys is approved under the following conditions: 1) FSA shall use the generic clearance to collect customer satisfaction data (via surveys, focus groups or software usability testing sessions) where the agency seeks to gather information for general service improvement, not for publication or for the purpose of informing significant policy or resource allocation decisions. 2) Focus groups should be of limited size and scope. 3) For individual surveys or focus groups, FSA shall submit a generic clearance request in ROCIS along with an abbreviated supporting statement in the template agreed to by OMB and Education. This statement shall include all relevant information, including a statement of need, intended use of information, description of respondents, information collection procedures, expected response rate,

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 07/21/2008

justification for incentive, estimated burden. 4) OMB will respond with clearance or questions within 10 working days.

OMB Authorizing Official:

Kevin F. Neyland
Deputy Administrator,
Office Of Information And Regulatory Affairs

List of ICs